

Public Works

City of Newton Performance Management Scorecard

January 2012

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.								
% of projects under budget	Keep 100% of project under budget	100	100	100			100	
% of projects on schedule	Keep a minimum of 90% of projects on schedule	90	90	78			81	
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.								
% of water/sewer requests resolved within 24 hours	Keep % at or above the monthly average	100	100	100			100	
Total water meters installed		25063	25063	24283				
3. Maintain public streets and sidewalks in a safe and passable condition.								
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	164	164	116		115	124	
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	90	90	94			92	
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	260	260	491		500	504	
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	95	95	94			93	
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	95	95	79			86	
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.								
Trash tonnage (total)	Keep trash tonnage for FY12 under 20,400	1620	1620	1689		11987	12367	
Recycling tonnage (curbside only)	Keep requests completed/closed at or above the monthly average	921	921	989		6556	6545	
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	36%	36%	37%		35%	35%	
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collectio	99.50	99.50	99.90		99.88	99.87	
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.50	99.50	99.95		99.90	99.92	
5. Provide emergency response for snow, rain, winds, and other emergency situations.								
% of snow related requests resolved within 48 hours of the end of the storm	Resolve 95% of snow related issues within 48 hours	95.00	95.00	91.00			91.00	

Notes

Trash and Recycling tonnage data comes from the month prior to the reporting period.